



Sample Interview Questions for Clerical Positions

Question	Competency	
<p>Please tell us how your past experience prepares you for the kind of tasks that are an important part of this position.</p>	<ul style="list-style-type: none"> • Organized • Multi-tasking • Work with people • Diverse team • Multiple programs used 	
<p>Please describe your understanding of this position based on what you have read or researched and tell us why you are interested in this position.</p> <p>What kind of orientation have you found useful in the past? What kind of orientation would you like to receive?</p> <p>What do you like about your current job?</p>	<ul style="list-style-type: none"> • Communication skills • Attitude • Basic mechanic vs. overview 	
<p>Tell us what you did to prepare for this interview.</p>	<ul style="list-style-type: none"> • Interest • Research skills • Creative 	
<p>Can you tell us about a database you were involved in establishing and what you felt were the important aspects to consider when maintaining such a database?</p>	<ul style="list-style-type: none"> • Experience with maintaining databases • Filemaker pro/Access 	
<p>Can you tell us about a situation where you were required to multi-task to meet specific deadlines and how you resolved any conflicting priorities?</p>	<ul style="list-style-type: none"> • Logical approach • Judgement • Prioritization • Time management • Negotiation 	
<p>We'd like to hear about the most challenging communication situation you have ever come up against. Tell us what made it challenging, how you handled it, and what the outcome was.</p>	<ul style="list-style-type: none"> • Conflict resolution • Interpersonal skills • Quality of communication • Appropriateness • Negotiation skills • Diplomatic • Good listener 	
<p>Tell me about a time when you went above and beyond the call of duty. What motivated you to make the extra effort?</p>	<ul style="list-style-type: none"> • Customer service • Initiative • Dedication • Self-awareness 	